

# Titles

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# Title Statistics

As of August 1, 2008

## ■ Title Emails

- Avg. # of Emails Received Daily – 300
- Avg. Response Time – 24 hours

## ■ ETAPS Emails

- Avg. # of Emails Received Daily – 50
- Avg. Response Time – 1 hour

## ■ ETAPS Internal Messages

- Avg. # of Messages Received Daily – 150
  - Avg. Response Time – 1 – 2 hours
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# Title Statistics

For the Period 1/1/08 – 4/30/08

- Total # of Applications Completed – 193117
  - Total # of Discrepancies – 498 (< 0.25%)
  - Completion Rate - > 99%
  - Average Processing Time – 10 – 15 business days from time of receipt
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# ETAPS - Miscellaneous

- Effective October 1, 2008, all designated agents must use ETAPS to process title applications
  - ETAPS is currently implemented in 63 of the 67 counties in Alabama
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# ETAPS - Miscellaneous

- Training is currently being offered in the Etowah and Lee County Regions during the month of August (see attached)
  - Training is also being offered every Tuesday in Montgomery hosted by the Alabama Department of Revenue
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# Motor Vehicle 2008 Summer Meetings

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**ETAPS**

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# Titles – ETAPS Enhancements

## Implemented July 2008

- Modification to OOS Title Rules
    - OOS Title Information is required to be complete on each application prior to submitting (i.e. OOS Title #, Title State, Title Issue Date).
  - Modification to the Alabama Title Rules
    - The Alabama title number will be validated at the time of submitting to be sure the current title number is on the application. If needed, the application may be updated prior to submitting.
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# Titles – ETAPS Enhancements

## Implemented July 2008

- Modification to the Internal Messaging System
    - The Internal Messaging system has been modified to include a “Reply” button that allows ADOR to send a message back to an internal message.
  - Modification to Change of Ownership selection on the pre-qualifier screen
    - The prequalifier screen now requires the user to select “Yes” or “No” to change of ownership instead of defaulting to “Yes”
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# Titles – ETAPS Enhancements

## Implemented August 2008

- Modification to Post-dating Applications Rules
    - Applications may be post dated up to 5 days in advance
  
  - Adding Seller Button to Application
    - The majority of applications processed with an Alabama title include one change of ownership. Therefore, the seller button is being added to reduce key strokes by pre-populating the seller information of a change of ownership
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# Titles – ETAPS Enhancements

## Implemented August 2008

- Creating a “no fee” Application for Resubmittals of Old System Applications
    - This function will allow designated agents to resolve pending old title applications after full implementation of ETAPS at no charge using the new system.
  
  - Adding a New User Level
    - A Senior Level user is being added to the designated agent systems to allow senior users to have the ability to void applications but not reset passwords. Currently the system requires administrators to void and reset passwords.
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# Titles – ETAPS Enhancements

## Implemented August 2008

- Changing EFT Payments from 10 days to next business day
    - The system currently waits 10 days to debit a county licensing official's office for title application fees submitted via ETAPS. The system will now debit the account the next business day.
  
  - Modification to the Void Function Rules
    - ETAPS will now allow the user to complete a new application at the time of voiding the old application using all data currently entered on the application.
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# Titles – ETAPS Enhancements

## Implemented August 2008

- Creating a “no fee” Application for County Agents only
    - For organizations which are exempt from title fees, there will be a fee exempt application added to ETAPS to avoid being charged a fee when not required.
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# Title Application Issues

- Choosing the wrong primary supporting document (see attached example)



## New Application

Help

**Title Application Prequalifier**

VIN  
1FALP25ED2A361527

Primary Supporting Document  
Abandoned Vehicle-Bill of Sale  
Alabama Title  
Copy of Court Order  
Government Form  
MFG's Certificate of Origin  
MVT 10-1 Bond  
**MVT 5-8**  
None  
OOS Title  
Registration - Current Non-Titled Vehicle

Alabama Title #

Change of Ownership  
☐ Yes ☐ No

Transaction Type  
☐ Replace Title ☐ Corrected Title  
☐ Add Lien ☐ Release Lien

Continue